

Kaiser Foundation Health Plan CAHPS Questions Composite and Questions

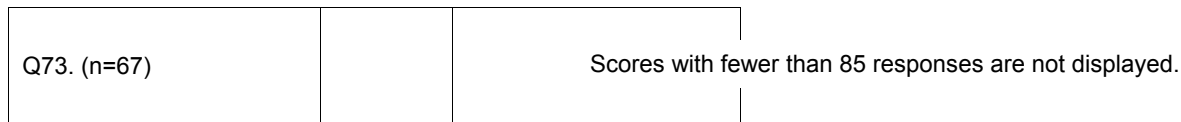
Customer Service

This chart summarizes the responses to survey questions 73 and 75 contained in the composite, "Customer Service." Individual question-level responses immediately follow.

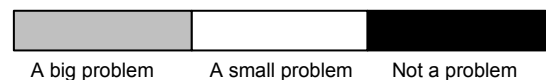
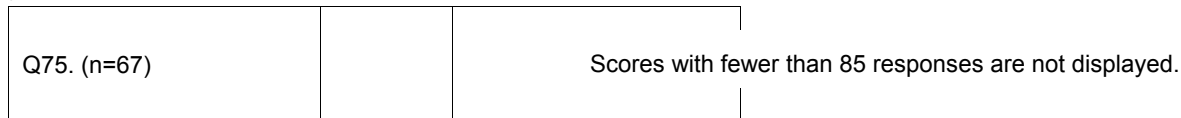
Composite



Q73. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



Q75. "In the last 6 months, how much of a problem, if any, was it to get help you needed when you called your child's health plan's customer service?"



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.